



The Captain's Corner

A warm welcome to all Regional Examination Center (REC) Chiefs participating in this week's Transitional Education Action Meeting (REC T.E.A.M.) in Shepherdstown, West Virginia.

We wish them success in their efforts to finalize operational processes and guidelines that will contribute to a successful transition of all RECs under the control of the National Maritime Center and will ultimately improve the Mariner Licensing and Documentation program. This will solidify our commitment to our customer service base and ensure continued success as we meet the demands of our maritime industry partners.

Thank you for becoming part of the solution.

David C. Stalfort
Captain, U. S. Coast Guard
Commanding Officer



New Employees

CIVILLIAN

Mr. Mark Marquesen, NMC-5
Legal Instruments Examiner
Arrival Date: October 31st

CONTRACTOR

Ms. Erica Kerns, NMC-4
Document Clerk

Ms. Deanna Reel, NMC-4
Document Clerk

Mr. John D. Scoggins, Sr., NMC- 4
Webmaster Support

*A warm welcome to
NMC West Virginia*

Staffing Updates

NMC-5, Medical Evaluator, GS-9
Closing Date: November 11th

See USA Jobs <http://www.usajobs.gov/>
Search: Homeland Security, US Coast Guard

NMC staffing 65% of full strength

All RECs & NMC Employees!

Take an active roll in "*The Wave*" and make it **your** communication tool. Please submit all your comments and suggestions to

Claudia.S.Anderson@uscg.mil





Building Updates



Mr. Brandt had another chance to visit the NMC Martinsburg building site, and reports on the recent construction developments.

The exterior painting and texture application phase is almost complete. The NW section of the parking lot received the first coat of asphalt and work on the NE section will begin next week or the week thereafter. There is also much improvement and progress on the interior. The frame work for the half moon window is set in place and glass should be installed next week. Sheetrock work and painting on the 3rd deck is at the end stages and the installation of carpet has begun. The 2nd deck is at 70% completion and work on the 1st deck is progressing nicely. Another milestone has been reached as the elevators are operational and finishing work is in progress. At this stage, occupancy is a scant 5 weeks away.

You can view new images of the progress by going to the NMC public drive (public folders/pictures/building 1Nov) or by visiting <http://www.gsa-projects.com/ProjectDetails.aspx?id=14>. For specific question you can contact Mr. Brandt at (301) 724-9559 or Jeffrey.Brandt@uscg.mil.

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REC T.E.A.M. Agenda

To provide you with a better picture of the proceedings and to keep you informed, we provided you with the agenda for this weeks meeting. It outlines the daily presentations, work groups and the expected deliverables.

Monday, November 5th, 2007

Presentations:

Welcome and Future Vision Presentation - NMC Commanding Officer, CAPT Stalfort,
OPM/Eastern MGT Welcome and Overview - Ms. Meg Bowman
M/C Explain Work Groups, Deliverables, and Goals - NMC Deputy Director, Mr. Kerlin
Presentation Overview of CG-5434 - CAPT Kranking or Mr. Jim Cratty (USCG HQ)



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REC T.E.A.M. Agenda (continued)

Work Groups:

Testing Procedures - Chairperson, Mr. Tom Curley

Course Oversight Procedures - Chairperson, Ms. Connie Russell / NMC-2 Representative

Workgroup Status Brief - NMC Commanding Officer, CAPT Stalfort

Tuesday, November 6th, 2007

Presentations:

Audits, MMS, Past/Future, Survey Results, Homeport Surveys - Mr. Jonathan Davis and Mr. Andrew Lauden (MMS)

Houston Customer Service and Best Practices, Streamlined Evaluation Program and Wizards - Mr. Larry Griffin

Work Groups:

Maritime Academy Application Processing and Streamlined Evaluation - Chairperson, LT Mutto

Pilotage/LLL - Chairperson, Mr. Brian Olson

Workgroup Status Brief - Ms. Tina Bassett (NMC-5)

Wednesday, November 7th, 2007

Presentation:

Property, GVs, Financial, and Personnel Management - Mr. Brandt, Mr. Villanueva, and Mr. Keith Janssen (NMC-3)

Website Creation/ Maintenance - LT Stickle (NMC-41)

Work Group:

Website Creation/ Maintenance - Chairperson, LT Stickle (NMC-41)

User Fee Procedures - Chairperson, Ms. Wendy Hofler (FINCEN)

REC Staff Training - Chairperson, Ms. Debra Meyers

Workgroup Status Brief - CDR Swirbliss (NMC-1)

Thursday, November 8th, 2007

Presentations:

Overview of REC Boston Customer Service & Best Practices - Mr. Nick Petronzio

MM-SEAS Vision of Future Electronic System – NMC Commanding Officer, CAPT Stalfort

MMC Presentation - Mrs. Christina Washburn (NMC-43)

Work Groups:

Future State Application from the Mariners and Evaluators Perspective - Float Facilitators Team Washburn

Future State Application Regarding External Data Sources and Electronic Records Keeping - Float Facilitators Team Washburn

Workgroup Status Brief - Mr. Ike Eisentrout (NMC-4)

Friday, November 9th, 2007

Medical Overview Medical MMS, Complete Medical Packages, Functional P/A tests - CAPT French (NMC-52)

Work Group Deliverables - NMC Commanding Officer, CAPT Stalfort and Senior Staff

T.E.A.M. Wrap up - NMC Commanding Officer, CAPT Stalfort



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REC T.E.A.M. Work Group Topics, Outlines and Expected Deliverables

Topic: Testing Procedures

Outline:

- Issuing open book renewal tests at REC counter.
- Approved to test letters.

Deliverable:

- Develop a procedure to administer exams to Mariners and capture/results for REC's and NMC use.
- Deliver a requirement to administer exams to Mariners and capture/results for REC's and NMC in a work instruction format.

Topic: Course Oversight Procedures

Outline:

- Review existing documentation/COMDTINST and revise as necessary to reflect transitional operations.
- Include travel considerations, NMC support.

Deliverable:

- Propose draft of course oversight instruction. You will be successful if you deliver a requirement for course oversight in work instruction format.

Topic: Maritime Academy, Application Processing and Streamlined Evaluations.

Outline:

- Reviews existing documentation and guidance material.
- Maritime Academy Processing - Discuss Cadet MMD's, Fingerprinting, and credential issuance.
- Discuss outputs from Academies and Schools to USCG.
- Discuss other Maritime Schools and processing.

Deliverable:

- Develop a 1st draft, proposing a process to handle bulk applications from Maritime Academies and other industry schools. You will be successful if you deliver a requirement for bulk applications in a work instruction format.
- Focus on getting schools to obtain trusted agent status. Remember, force supplier to do most work while keeping in mind a streamlined process for the USCG. The goal should be one standard across the board for any school processing.

Topic: Pilotage / Limited Local License

Outline:

- Review existing documentation and guidance material. Include work instructions as they relate to Pilotage and Limited Local Licenses.

Deliverable:

- Review existing work instruction and update or develop a process to evaluate, test, issue and communicate pilotage and limited local license credentialing between REC's and NMC.
- Deliver a requirement for LLL/Pilotage in a work instruction format.



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REC T.E.A.M. Work Group Topics, Outlines and Expected Deliverables (continued)

Topic: Website Creation and Maintenance

Outline:

- Review Homeport, STCW and other Maritime Licensing related websites.
- Visit/Comment/Discuss options of web sites.
- Think about obtaining communications from external sources such customers (feedback, apps, etc).
- Think about a source of communication solely internal to REC's and NMC unavailable to public/industry.

Deliverable:

- Recommend and develop a comprehensive Merchant Mariner Website to include content, formatting & location.

Topic: User Fee Procedures

Outline:

- Reviews existing COMDTINST, guidance materials and current practices.
- Review pay.gov site.
- Discuss:
 - Cash Free Operations
 - Refunds
 - Transition of user fee clerk billets and the associated impacts
 - Discuss a model to include an Inspections program and program audits
 - Discuss a process to ensure the 4 cashier billets given to FINCEN are utilized to support REC/NMC operations

Deliverable:

- Develop an interim process for current user fee procedures.
- Develop a model/process for program audits/inspection program.
- Develop recommendations and a process which will enable the MLD program to be removed from user the fee process altogether.
- You will be successful if you deliver a requirement for User Fee Procedures covering the above information in a work instruction format.

Topic: REC Staff Training

Outline:

- Review existing documentation: PQS Books, other locally produced training aids.
- Discuss learning/teaching evaluation of chart sketches, drawings, etc. Move away from just on the job training but develop a standard training regiment.
- Keep in mind job tasks drive training. Obtain and review list of job tasks and performance objectives.
- Evaluator skill sets:
 - Customer Service
 - Possible 30 day TAD trip to work at NMC in different branches and then return to field unit.

Deliverable:

- You will be successful if you deliver a requirement for an REC Staff training outline/curriculum to include performance objectives which are driven by job tasks in a work instruction format.



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REC T.E.A.M. Work Group Topics, Outlines and Expected Deliverables (continued)

Topic: MM-SEAS Future State Applications from a Mariner's and Evaluator's Perspective

Deliverable:

- You will be successful if you deliver a requirement for the future “Paperless” application database in work instruction format
- Requirements should detail system functionality from both applicants end and evaluator perspective.
- **THINK BIG**— This is not limited to today's operations. Future state – building an ideal system on how you would like it to work.

Topic: MM-SEAS Future State Applications regarding external data sources and electronic records keeping

Deliverable:

- You will be successful if you deliver a requirement for the future “Paperless” application database covering the above topic in work instruction format
- Keep in mind and include what constitutes an Official Record?
- Keep in mind what information should be maintained and kept in MMLD system, paper records, IAW regulations, laws, data entry, scanned paper, etc.
- Keep in mind “Front End Functionality” of how, when and where to capture data including external data sources.